

Little Traverse Bay Bands of Odawa Indians
Job Posting

Job Title: ADMINISTRATIVE ASSISTANT
Department: Human Services
Reports to: Human Services Director
Status: Non-Exempt
Salary: \$11.85-16.03 hourly (\$24,648-\$33,342)
Level: 2
Opens: November 26, 2013
Closes: December 17, 2013

SUMMARY

Under supervision of the Human Services Director, provide clerical and office management to the Department of Human Services. Provide excellent customer service to both external and internal clients of the Department. Operate a multi-lined phone system and direct calls to the appropriate departmental service providers. Assist with the administration of the programs within the human services area. Offer case assistance to social workers. Assist with the intake of protective services calls. Assist with the intake of applications of relevant grants.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Welcomes on site-visitors, determines nature of business. Addresses and refers all inquiries related to grants and programs to appropriate staff.
- Handles the administrative assistant duties for the Department of Human Services.
- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department. Take and delivers messages.
- Makes meeting and travel arrangements as directed, in accordance with approved Tribal policies and procedures.
- Assists the Human Services Department and LTBB sponsored events by participating in the planning and organization of meetings and events as requested.
- Manages all office functions, including office machines, general office cleanliness, timesheets, mail, office supply inventory, faxes, scheduling of vehicle maintenance, maintains transportation logs etc.
- Creates, prints, and copies memos, correspondence, reports, and other documents as directed, such as enrollment eligibility requests, foster parent recruitment letters, licensing review letters, etc.
- Organizes and maintains file system (including database), and files correspondence and other records.

- Provides excellent customer service to clients and maintains strict confidentiality standards at all times.
- Documents and processes incoming referrals with regard to child and adult welfare protective services, foster care and prevention.
- Assists with the intake of adult and child protection referrals and foster care placement requests.
- Function as part of department team by managing office.
- Other duties as assigned.

EDUCATION AND EXPERIENCE

Associates degree from a two-year college or technical school **and** two years working directly within human services/community resources field preferred. A combination of education and experience related to the stated qualifications **may** be considered.

OTHER ESSENTIAL SKILLS AND ABILITIES

The employee must have above average computer knowledge and general clerical skills including typing, filing, and operating a multi-line phone system. The employee must have the capability to maintain the highest level of confidential information, have a clear and understandable speaking voice and be able to handle multi-tasking. Independent judgment is required in carrying out assignments and strict confidentiality of materials must be maintained. Must be reliable and have excellent customer service skills, work attendance, and professional demeanor and appearance. Must have an even temperament, solid interpersonal skills and be committed to professional development. Must have cultural sensitivity to the Native American community and be comfortable working with people of all socioeconomic levels.

WORK ENVIRONMENT

Fast paced multi-tasking environment, sitting for long periods of time, bending, lifting, and reaching. Position is full time with limited weekend work required.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess valid driver's license, be insurable, and have reliable transportation. Individual must be able to pass a criminal background investigation.

COMMENTS

Indian Preference will apply.